

## KENDAL ORAL HISTORY GROUP INTERVIEW 0316f

Kendal Flood Project Interview

R1 Allyson Ingall born 1961

R2 Peter Ingall born 1954

Interviewed May 2016

0316f Summary Sheet, page one

Track 1, pp. 1-5

They have lived in Mint Street for 30 years. The house/ street has never flooded before. No flood warning in their street. Even after the flood no agency or other help offered.

Everyone was shocked that the street had flooded.

On the day of the flood a rugby club event was cancelled due to weather.

Went to Hairdressers – saw social media images of flooding – but still not concerned.

Went home. Took dog out for a walk and realised that the flooding was coming closer.

Put towels, etc. down to stop water coming in. But it came through the floorboards.

Watched the water rise gradually (description). Up to four feet in the street.

Moved precious items upstairs. Electricity went off. House and two cars flooded.

Worried people constantly ringing them – problems with phones and other devices.

The water left their street very quickly.

Track 2, pp. 5-9

Next morning tried to bail the cars out. Neighbours all out in the street – camaraderie.

Cut carpet up and threw it out. This saved the pitch-pine floorboards. Others not so lucky.

Insurance co. was very good throughout. Lots of workmen in their home within days.

Also service providers. Created an inventory of possessions. Insurance co. paid up very quickly. They were very lucky. Insurance also paid for extended family Christmas dinner.

Most of the work done was very good – only painting was poor. The insurance co. paid for everything. They now are living in their fully renovated home.

Track 3, pp. 9-12

They did not need the community support that many other people used. They are independent people and just got on with things themselves.

People on the street supported each other. Problems with travel post-flood.

Peter is retired so was able to deal with workmen etc. in daytime.

Electricity company very bad to deal with. No power for four days.

Council did not come to clear stuff away as promised.

They know they were lucky with their network of friends and family & helpful insurance co.

Some rented homes on the street still waiting to be done. Difficulties people have had with landlords. Peter is a strong believer in paying for good insurance and this paid off for them.

(see overleaf)

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Track 4, pp. 12-17

They returned to their home in April 2016. Peter acted as clerk of works during the renovation. They used local firms where possible.

Things moved quickly for them – other people in the street were less lucky.

They describe the de-cluttering that they undertook – both after the flood and when they returned home. They had a re-evaluation of what they needed.

The new decor is very different to the old.

They had contaminated water in their home during the flood.

Provide details of the various service providers and how they performed during the post-flood period. They had particular trouble with their telephone provider.

SLDC were pretty good. But the forms (help sheets for flooded people) were poor – needed to be better thought through. One-size-fits-all. Problems with the electricity board. Information on grants was hard to find.

The house was filthy after the flood and there is still dirt in the air outside. It comes through the windows.

Details of problems with the painters. Re-done by a local man. Insurance were happy to pay.

The community in the street is now much closer than it was pre-flood.

Track 5, pp. 18-19

The ramifications of the flooding lasted for months (and is still ongoing at time of interview)

The roads and bridges closed make it difficult to get round in town and in the wider area.

Very time consuming and annoying.

They feel the authorities should have organised things much better than they did.

Kendal's traffic system is now worse than it was before the flood.